

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	VILLAGE PEOPLE LIMITED	
The provider was registered on:	31/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Village Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/05/2019
	Responsible Individual(s)	Mary Stanford
	Manager(s)	Kathryn Stanford
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Village employs a specific Staff Manager who as part of his role identifies, plans and meets training needs of staff set out as part of the service. He undertakes all induction and core learning and development prior to a new recruit commencing employment, and then repeats all necessary learning and development as required to remain within date.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The strategy for recruitment and retention involves a variety of media approaches to raise awareness and encourage engagement. Jobsites, social media, physical billboards and newspapers locally are consistently used to raise awareness, however engagement has reduced significantly over the last 12 months. Recruitment budgets have increased significantly however those applying for jobs is at an all-time low, which reflects the sector as a whole.

Service Profile

Service Details

Name of Service	Village Support Services
Telephone Number	01443879677
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh used by once Client and their Care Worker

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	95
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Fees Charged

The minimum hourly rate payable during the last financial year?	18
The maximum hourly rate payable during the last financial year?	24.44

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Consulting: Regular written and telephone communication and reviews take place with all Clients in order to maintain regular engagement. Also, our management team all still remain actively involved in providing hands-on care, so maintain face-to-face relationships with Client, particularly the Client Manager.</p> <p>Complaints: Our approach to informal telephone complaints (or constructive feedback) is to ensure an urgent face-to-face visit by our Client Manager to ensure that this is resolved in order to prevent further dissatisfaction or a formal complaint, our complaints record shows that this is an effective strategy.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	As part of the staff induction, as well as the Social Care Wales Induction Framework and QCF learning, all employers are educated on the importance of enabling Clients to use their voices, and telling us if they don't feel heard. As part of the review process, our Client Manager asks each Client if they feel that their voices are heard and about the choice they feel they have.
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The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of the review process, our Client Manager asks Clients to discuss their health, development and overall wellbeing and how our service impacts this. An example of this is a Client who volunteers with a local scouts group, therefore works with us to flex her back-to-bed call in order to enable her to live the life she so wishes.
The extent to which people feel safe and protected from abuse and neglect.	As a homecare provider for many years, we have empowered our Clients to value their right to feel safe and protected from abuse or neglect. We often act as an advocate to support Clients in voicing their concerns and even the smallest of issues are escalated to the required professionals to ensure this is resolved immediately and safety is maintained throughout.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 42

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	4
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	4
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff were trained over 12 months ago so not outstanding as of yet.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	36
No. of posts vacant	6
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	36
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No